



# Accela Citizen Access (ACA) Tutorial

## City of High Point

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# How to Register for an Account

- 1) - For first time users please **“Register for an Account”**  
- For returning customers please continue to login with your existing credentials.
- 2) Go to <https://acceladmz.highpointnc.gov/chpaca/welcome.aspx>. At the top right you can Login or Register for an Account. You can also register for an account in the grey Login window.

Announcements | ☐ Accessibility Support **Register for an Account** **Login**

Search...

Home Construction Permits Land Development Code Confirmation more ▾

**Welcome to the new City of High Point Citizen Portal**  
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

With this solution we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

**What would you like to do today?**  
To get started, select one of the services listed below:

**Login**  
User Name or E-mail:   
Password:   
**Login »**  
☐ Remember me on this computer  
[I've forgotten my password](#)  
**New Users: Register for an Account**

- 3) After you have read and agree to the terms of use, check the box **“I have read and accept the above terms”** and click **“Continue to Registration”**.

## Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

**TERMS OF USE AND DISCLAIMERS**

**General Disclaimer**  
Information presented on this website is collected, maintained, and provided for the convenience of the user. While every effort is made to keep such information accurate and up-to-date, the City of High Point ("City") does not certify the authenticity of any information that is provided on this website. Under no circumstances will the City be liable for any actions taken or omissions made from reliance on any information contained herein from whatever source nor will the City

☒ I have read and accepted the above terms.

**Continue Registration »**

4) Next, please fill out the information you would like to use to login with. (You will need to remember this information to use Accela in the future).

Account Registration Step 2:  
Enter/Confirm Your Account Information

\* Indicates a required field.

**Login Information**

\* User Name:

\* E-mail Address:

\* Password:

\* Type Password Again:

\* Enter Security Question:

\* Answer:

\* Mobile Phone:

**Contact Information**

Choose how to fill in your contact information.

5) After your information is complete and accurate, under “**Contact Information**” click “**Add New**”. (This is **required** in order to continue making your account.)

**Contact Information**

Choose how to fill in your contact information.

Add New

6) Select your “**Contact Type**” and hit “**Continue**”. (Applicant if you are applying for a permit)

**Select Contact Type**

\* Type:

Continue

[Discard Changes](#)

--Select--

Abatement Contractor

Agent

Applicant

Attorney

Authorized Delegate

Business Information

Business Owner

Case Manager

City Contact

Complainant

Contact

Developer

Director

Grading Contractor

License Holder

Mailing Contact

Main Contact

Occupant

Organization

Property Owner

Tenant

Towing Contractor

Vehicle Owner

x

8) You should get a message displaying that your **“Contact was added successfully”**. From there you can edit or delete your profile.

Choose how to fill in your contact information.

**John Doe**  
**John Doe Inc.**  
JohnDoe1234@email.com  
Home phone:123-456-7890  
Mobile Phone:123-456-7890  
Work Phone:  
Fax:  
[Edit](#) [Remove](#)

9) Enter the security code below and continue with your registration and click “**Continue Registration**”.  
(This code will change)

[Continue Registration »](#)

 Your account has been created successfully. You can Login to use the system.

# How to Link a Professional License to Your Account

1) Before you can add a license to your account, make sure you have applied and “[Registered as a Professional](#)” through the City of High Point.

2) Once you log into Accela, in the top right hand corner click “**Account Management**”.

| [Collections \(0\)](#) | [Cart \(0\)](#) | **Account Management** | [Logout](#)

3) To add a License click “**Add a License**”.

**License Information** **Add a License**

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

State License #	License Type	Business Name	First Name	Last Name	Expire Date	Action
No records found.						

4) Please enter **License Type** and **License Number** and click “**Find License**”

\* indicates a required field.

**License Information**

\* License Type: Contractor - General

\* State License Number: NC14589

**Find License**

5) Once you have found your **License Information**, click on the License Number where it will show you more information about the License. If you do not see your correct License please click “**Search Again**” until you find the correct one. After finding your correct license make sure you “**Connect**” it with your account.

**License Information**

Showing 1-1 of 1

License Number	Type	Business Name	Name	License Expiration	Action
NC14589	Contractor - General	JJ CONSTRUCTION	Joe Albany	Valid	<b>Connect</b>

**Search Again »**

6) Once you click “**Connect**”, you will be prompted to confirm that this is the license you want to associate with your account. Click “**OK**”.

Message from webpage

Do you want to associate this license to your account?

OK Cancel

Note: The request must be “**Activated**” by City Staff. This may take a couple business days to take effect. Once activated, the Professional License will be linked to the ACA user.

7) You will then get a message saying that your license was added successfully.

☒ NC14589 professional license added successfully to your public user account. This license must be activated before use.

## How to Add a Delegate to your Account

- 1) A **Delegate** is someone that you can assign to have access to work on your account based on the certain permissions you allow them to have.
- 2) Under “**Account Management**”, scroll down to “**Delegates**” and click “**Add Delegate**”.

| [Collections \(0\)](#) | [Cart \(0\)](#) | [Account Management](#) | [Logout](#)

### Delegates

[Add a Delegate](#)

- 3) Type in their Name and Email Address and select the “Permissions” you wish them to have access to. Click “**Invite a Delegate**”.

**Add a Delegate**  
Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

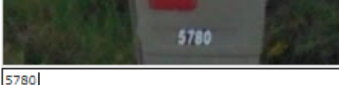
**\*Name**  
John Doe

**\*E-mail Address**  
JohnDoe1234@email.com

**Set Delegate Permission**  
*Delegates can view records across all categories unless you choose to restrict them to specific categories.*  
View Records in all categories ([Change](#))  
  
*For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.*  
☒ Create Applications in all categories ([Change](#))  
☒ Renew Records in all categories ([Change](#))  
☒ Amend Records in all categories ([Change](#))  
☒ Manage Inspections in all categories ([Change](#))  
☒ Manage Documents in all categories ([Change](#))  
☒ Make Payments in all categories ([Change](#))

**Remove Personal Note**  
I am adding you as a delegate to my account to have access to all of the permissions. Please note that I can delete you as a delegate on my account as well as change the permissions as I choose.

spell check

Enter the words below  
  
5780

[Invite a Delegate](#) [Cancel](#)

- 4) Once you have invited them, you can see and manage who you have invited as a delegate.

### Delegates

[Add a Delegate](#)

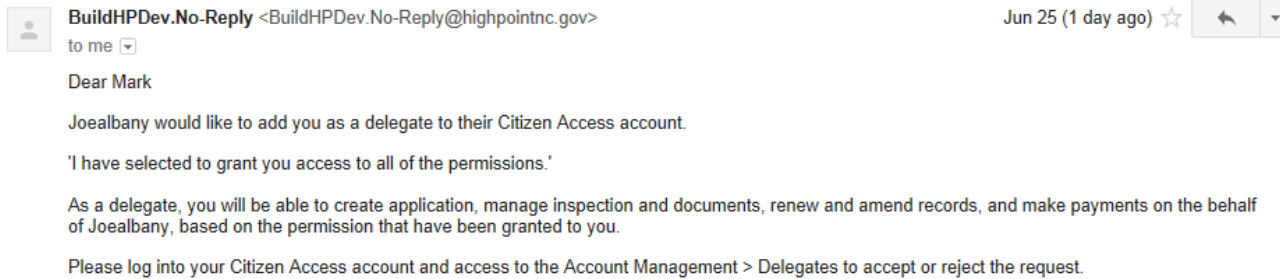
#### People who can access my account

John Doe (JohnDoe1234@email.com)

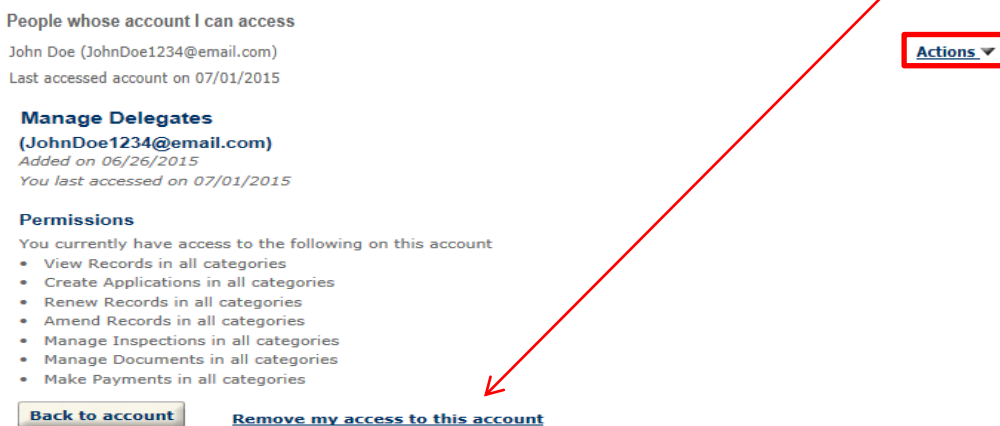
Invitation sent on 06/26/2015

[View Invitation](#)

5) The delegate you requested will receive an email that notifies them that they will need to log into their Citizens Access in order to **Accept** or **Reject**.



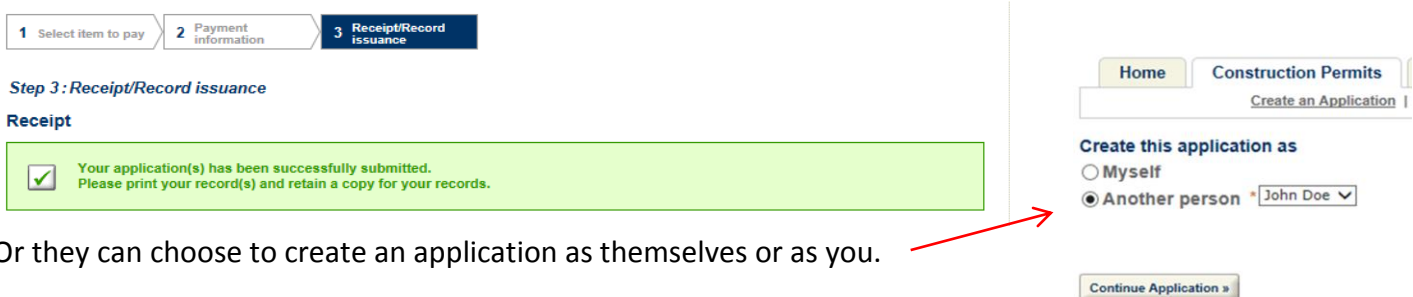
6) Once they accept, they will now have access to the permissions that you have granted them. You can change the permissions or remove them at any time. (They can also remove themselves from being a Delegate of your account at anytime)



7) As the Delegate, they can now do things such as:

- View your records
- Create applications from your account
- Renew and Amend your records
- Manage your Inspections and other Documents
- Make payments from your account

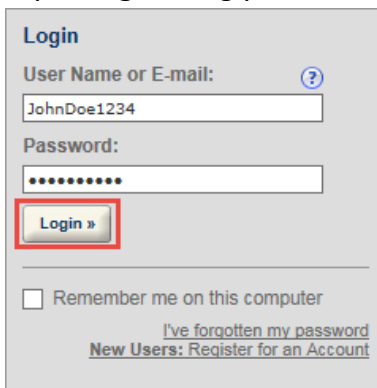
8) For example, they can choose an item to pay for you, then enter their payment information and done.



Or they can choose to create an application as themselves or as you.

# How to Apply for Permits

- 1) Once you have created your account in ACA you can now:
  - a. Apply for permits
  - b. Check Plan Review workflow status
  - c. Review building Permit status
  - d. Review inspection results for issued permits
  - e. Schedule inspections
  - f. Search permit Activity
  - g. Map permit Activity
  - h. Lookup property Information
  - i. Search for a license
  - j. View announcements
  - k. Manage collections
  - l. Easily manage all of your applications and check status.
- 2) Once you **Login** using your existing credentials, you will be brought to the home screen.

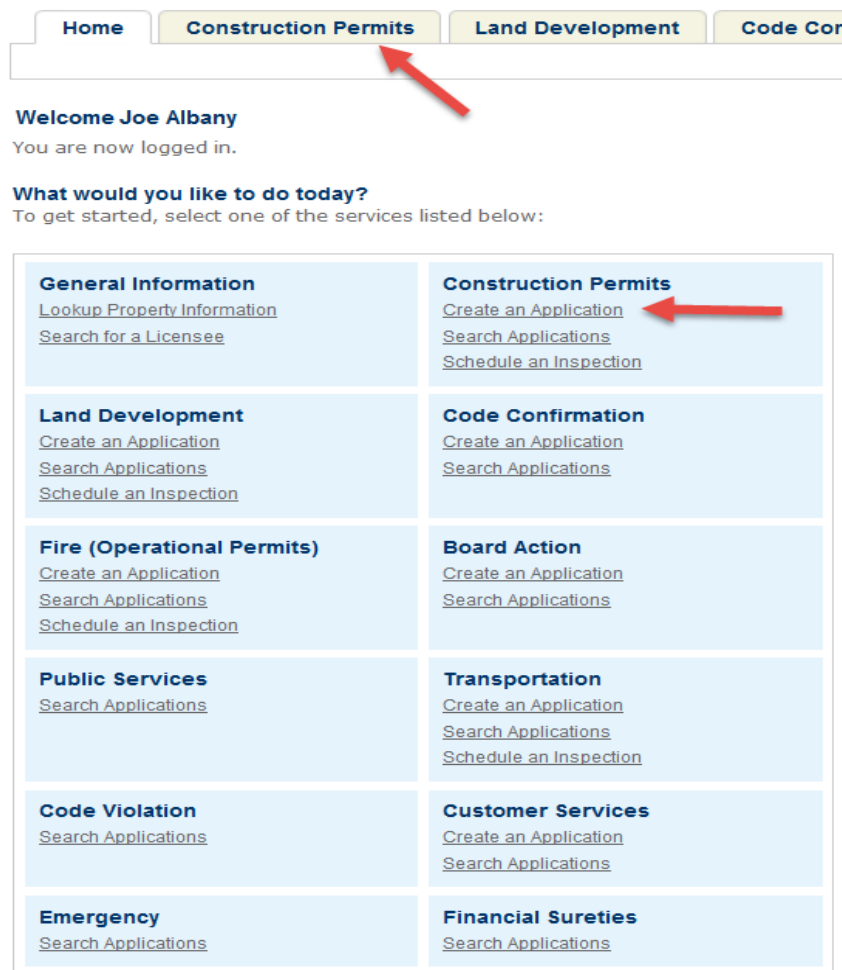


The screenshot shows a web form titled "Login". It contains two input fields: "User Name or E-mail:" with a blue question mark icon and a "Password:" field with masked characters. Below the password field is a "Login »" button, which is highlighted with a red rectangular border. At the bottom of the form, there is a checkbox labeled "Remember me on this computer", a link "I've forgotten my password", and a link "New Users: Register for an Account".

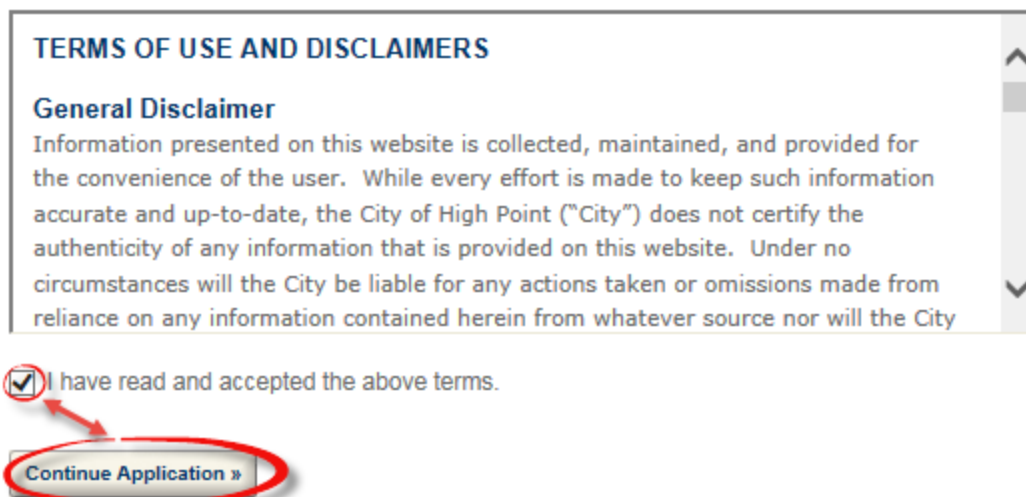
(For an example, we will demonstrate how to apply for a **Construction Residential OTC Permit**. Most of the applications have very similar steps, however, some may require more documents. Ex. Building plans.)



- 3) You can either click on the “**Construction Permits**” tab at the top or you can go under the **Construction Permits** window and click “**Create an Application**”



- 4) Once you have read and agree to the terms, please check “**I have read and accept the above terms**”. Then click “**Continue Application**”.



- 5) Next, you will be brought to a screen where it might look different depending on how you have configured your account through “**Account Management**”. If you are a **Delegate** of someone’s account this screen will show, if you are not a **Delegate**, please see **Step 6**.

**\*\*[Note: If you are a **Delegate** of someone else’s account (depending on the permissions they have given you), you will be able to act as them through the application process. The computer will think you are them.]\*\***

For right now, we will just continue to apply as “Myself”.

Home Construction Permits Land Development Code Confirmation more▼

Create an Application | Obtain a Fee Estimate | Search Applications | Schedule an Inspection

Create this application as

☒ Myself

☐ Another person \* Jane Doe ▼

Continue Application

- 6) You can now choose which construction permit you wish to apply for. Each application will vary on length and information it may need. For Example, some might need Plans uploaded, so for simplicity reasons we will demonstrate a **Residential OTC Permit**.

Select a Record Type

Choose one of the following available record types.

- ☐ Alcohol Beverage Control (ABC) Permit
- ☐ Commercial Construction Permit
- ☐ Commercial OTC Permit
- ☐ Demolished Structure Permit
- ☐ Fence Permit
- ☐ Home Occupation Permit
- ☐ Moved Structure Permit
- ☐ Permit Update
- ☐ Residential Construction Permit
- ☒ Residential OTC Permit
- ☐ Sign Permit
- ☐ Temporary Event Permit

Continue Application

Not sure which Record Type to select? Click [here](#) for a complete listing of Record Type definitions and required information.

- 7) Next, enter the **Address** of the permit location (The address where the construction or project will take place). Once you enter the **Address**, it should automatically fill the **Parcel** and **Owner** information. Please **just** put in the **street number** and **street name**. Do not fill out all fields. The more general address search, the more likely you are to find the correct address.

#### Residential OTC Permit

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

##### Step 1: Step 1 > Location

\* indicates a required field.

#### Address

Search for a valid address. If you want to change the initial address searched, please make sure to use the Clear button before searching again.

Use map to select work location: 

Street No.:  Direction:  Street Name:  Street Type:   
Unit Type:  Unit No.:   
City:  State:  County:  Zip:

Search

Clear

#### Parcel

Use map to select work location: 

\* Parcel Number:  County:  Subdivision:   
Airport Overlay:   
Fire Limits:  Firm Panels:   
Flood Designation:  Flood Zone:  Watershed:   
Zoning:  Zoning Subarea:  Scenic Corridor:   
IMUD:  Jurisdiction:  Special Use:   
Land Use:  Historic District:  Stream:   
Board of Adjustment Case:  Watershed Sub-Basin:  Mixed Use Center:   
Wards:   
Land Use:

Search

Clear

#### Owner


The information below is the latest available from the County Tax records. If you change this information, please attach (available later in this request) documentation (Deed, Settlement Statement).

Owner Name:   
Address Line 1:   
Address Line 2:   
City:  State:  Zip:   
Phone:  E-mail:

Search

Clear

Continue Application >

Save and resume later: 

Click "Continue Application".

Note: You may save the application and continue it later. This information is saved onto your local computer. City Staff is not aware of your application until it is submitted and paid for.

- 8) You will now have to select which contact information you wish to have attached with this application. Click **“Select from Account”** and select which contact you want that will be contacted if there are any issues with the application. Example: Needs more information to process or needs more documentation. You can choose between the **Applicant** and the **Homeowner**.

**Step 1: Step 1 > Contact Information** \* indicates a required field.

**Applicant**

An Applicant is required. To add contacts, click the Select from Account or Add New button. The Applicant is the responsible party for the project.

**Select from Account** **Add New** **Look Up**

### Select Contact from Account

Select a contact to attach to this application.  
If the contact has multiple addresses, you can select which to use in the next step.  
Showing 1-2 of 2

Category	Type	Name
<input checked="" type="radio"/> Associated Contact	Applicant	John Doe
<input type="radio"/> Associated Owner		CITY OF HIGH POINT

**Continue** **Discard Changes**

Click **“Continue”**.  
When added successfully, you will get a message that looks like this.

✓ **Contact added successfully.**

**John Doe**  
**John Doe Inc.**  
JohnDoe1234@email.com  
Home phone:123-456-7890  
Mobile Phone:123-456-7890  
Work Phone:  
Fax:  
[Edit](#) [Remove](#)

If the **Homeowner** does not already have an account or their contact information in ACA, you will have to enter it now to proceed. Otherwise it will use your (the applicant) information that is on file.

- 9) If you have already registered as a **“Professional”** with the city, you can now choose which license you would like to attach to the application. If you have not **“Registered as a Professional”**, please do so here: [Professional Registration](#)

**Professionals**

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

**Add New** **Look Up**

Showing 0-0 of 0

License Number	License Type	License Classification	Business Name	Contact Name	Action
No records found.					

-You can **Add New** or **Look Up** your existing license. When you find your license, connect it to your account and click **“Continue Application”**.

✓ **Licensed professional added successfully.**

Showing 1-1 of 1

License Number	License Type	License Classification	Business Name	Contact Name	Action
NC7433	Contractor - General	Unlimited	JOHN DOE'S CONSTRUCTION COMPANY	John Doe	<a href="#">Edit</a> <a href="#">Delete</a>

**Continue Application**

10) Next, you will have to fill out the detailed information about the project.

#### Residential OTC Permit

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

#### Step 1: Step 1 > Details

\* indicates a required field.

##### Detail Information

For the "Project Name" provide a short description (i.e. Jones Residence). For the "Detailed Description" describe all proposed work.

\* Project Name:  
John Doe's Project

\* Detailed Description:  
I would like to replace some windows for my customer because they leak when it rains.

spell check

##### Additional Information

\* Job Value(\$): 1,500 \* Dwelling Units: 1 \* Number of Buildings: 1

☒ Public Owned \* Type of Building: 150-Public or government, other

##### ASI

##### GENERAL INFORMATION

\* Applicable Code: 2015 NC Existing Buildir

\* Proposed Occupancy Classification: B Business

Building - Re-Roofing: ☐

Building - Window Replacement: ☒

Building - Siding Replacement: ☐

Plumbing - Fixtures and Connections: ☐

Plumbing - Utility Service: --Select--

Water Heater - Gas: ☐

Water Heater - Electric: ☐

Electrical - Sub-Panel: ☐

Electrical - Outlets and Fixtures: ☐

Electrical - Temporary Service: --Select--

Electrical - Service Change: --Select--

Mechanical - Fuel Line Only: ☐

Mechanical - Fuel Appliance: --Select--

Mechanical - HVAC Unit Addition or Replacement: ☐

Mechanical - Duct Work Only: ☐

\* Equipment Size and Location of Work: Two Trucks.

spell check

##### UTILITY SERVICES

Please update the providers and type of heat (if necessary)

Water Provider: High Point

Sewer Provider: High Point

Electric Provider: High Point

Gas Provider: Piedmont Natural Gas

Type of Heat: Electric Heat Pump

Utility Service Notes:

spell check

You may attach files and other documents here. They must NOT exceed 64 mb. For right now, it is not required so we will not attach any. Other applications may require them.

##### Attachment

The maximum file size allowed is 64 MB. Click [here](#) to get the form

The maximum file size allowed is 64 MB.  
asp;aspx;bat;cgi;chm;cmd;com;cpl;crt;dat;eml;exe;hlp;hta;htm;html;inf;ins;ip;ise?;jsp;ink;mdb;msi;msp;mst;pcd;pif;reg;scr;set;shs;vbe;vbs;wsf;  
are disallowed file types to upload.

Name	Type	Size	Last Update	Action
No records found.				

Select from Account Add

Continue Application

Save and resume later:

Click "Continue Application" when all of the information is correctly filled out.

11) Please review your application to reassure its accuracy.

#### Residential OTC Permit



12) After you have checked over your document and click “**Continue Application**”, you will be prompted to pay the fee associated with your type of application. Fees vary according to the type of application. If there are no fees associated with the application it will automatically take you to your receipt page.

(Note: You can use ACA to get a quote on certain application fees)

13) Please click “**Checkout**” and enter in your payment information or click “**Continue Shopping**” to create another applications and pay for several at once.

You can save payments for later by clicking “**Save for later**”

#### Cart



#### Step 1: Select item to pay

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

#### PAY NOW

914 WIMBLEDON PL, HIGH POINT NC 27262

1 Application(s) | \$25.00

▶ Temporary Use Permit  
15TMP-000332

\$25.00

[Edit](#)

[Save for later](#)

[Remove](#)

**Total amount to be paid: \$25.00**

Note: This does not include additional inspection fees which may be assessed later.



14) Click “**Submit Payment**”.

15) Then you will be given your **Record ID**. You can use the **Record ID** to track the status of your **Application**. Please print or write down the **Record ID** so that you can refer back to your application at any given time.



#### Step 3: Receipt/Record issuance

#### Receipt



Your application(s) has been successfully submitted.  
Please print your record(s) and retain a copy for your records.

211 S HAMILTON ST, HIGH POINT NC 27260

OC-15-0120

Please  
note the  
Record ID

[Copy Record](#)

# Project Management

## How to Check Status of Your Application

1) Once you Login to **Accela Citizen Access (ACA)**, you can:

- Check your **Applications'** status
- Manage your **Applications**
- See the date you submitted your **Applications**
- See your **Applications'** Record Numbers
- See the description of your **Applications**
- Download the results of your **Applications**

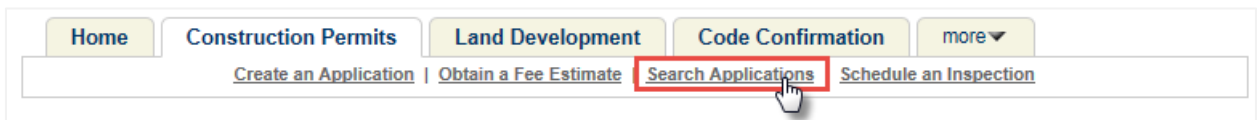
2) You can check the status by one of two ways:

1-By clicking the **"Search Applications"** link from the **Home** page.



–OR–

2-By clicking one of the module tabs and then clicking **"Search Applications"**



3) Once you click **"Search Applications"**, you will be brought to a screen where you can see all your **Applications**.

Records						
						Status
Showing 1-5 of 5   <a href="#">Download results</a>   <a href="#">Add to collection</a>   <a href="#">Add to cart</a>   <a href="#">Copy Record</a>   <a href="#">Show on Map</a>						
<input type="checkbox"/> Date	Record Number	Record Type	Project Name	Description	Status	Address
<input type="checkbox"/> 07/08/2015	OC-15-0120	Residential OTC Permit	John Doe's	John Doe's		211 S HAMILTON ST, HIGH POINT NC 27260
<input type="checkbox"/> 07/06/2015	ZP-15-024	Fence Permit	Madison's Fence	Madison's Fence	Application Accepted	611 SUNSET DR, HIGH POINT NC 27262
<input type="checkbox"/> 07/06/2015	RC-15-0045	Residential Construction Permit	PARKER ORLEANS HOMWBUILDERS CLUB	PARKER ORLEANS HOMWBUILDERS CLUB		4435 SADDLEWOOD CLUB DR, HIGH POINT NC 27265
<input type="checkbox"/> 06/26/2015	15TMP-000332	Temporary Event Permit	Birthday Party	Birthday Party		914 WIMBLEDON PL, HIGH POINT NC 27262
<input type="checkbox"/> 06/24/2015	OC-15-0096	Commercial OTC Permit	John Doe's Project	John Doe's Project	Permit Issued	535 W PARKWAY AV, HIGH POINT NC 27262

4) To see more details about your application click the “Record Number”.

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Status	Address
<input type="checkbox"/>	07/08/2015	<a href="#">OC-15-0120</a>	Residential OTC Permit	John Doe's	John Doe's		211 S HAMILTON ST, HIGH POINT NC 27260

5) Here is where you can:

- **Work Location** – See your **Project** on a map
- **Record Details** – See a detailed description of your **Application**
- **Fees** – See and pay your **Application** fees
- **Inspections** – See and schedule **Inspections**
- **Processing Status** – Check your **Application's** status
- **Attachments** – See your **Application's Attachments** (Plans)
- **Related Records** – See related records

6) Click “Processing Status” to check the status of your application.

Record OC-15-0120:  
Residential OTC Permit

[Add to cart](#) [Add to collection](#)

Like 0

▶ Work Location

▶ Record Details

▶ Fees

▶ Inspections

▶ Processing Status

▶ Attachments

▶ Related Records

▼ Processing Status

▶ Application Submittal  
 ▶ Technical Check  
 Plumbing  
 Building  
 Fire  
 Electrical  
 Mechanical  
Review Coordination  
Permit Issuance  
Inspection  
Certificate issuance

Application Submittal  
Permit Issuance  
Inspection  
Certificate Issuance

## Status Key

- In Process/Pending
- Complete
- Expired

Showing 1-5 of 5 | [Download results](#) | [Add to collection](#) | [Add to cart](#) | [Copy Record](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Status	Address
<input type="checkbox"/>	07/08/2015	<a href="#">OC-15-0120</a>	Residential OTC Permit	John Doe's	John Doe's	Inspections - In Process	211 S HAMILTON ST, HIGH POINT NC 27260

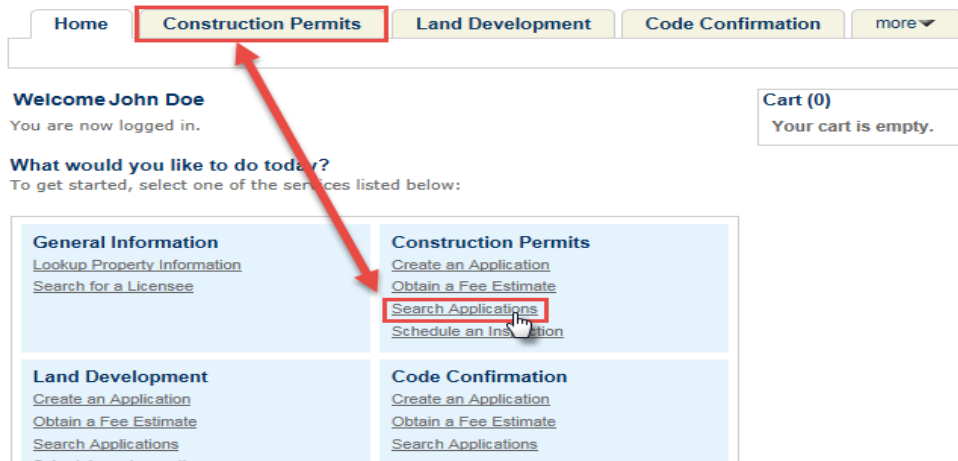
▶ Application Submittal  
 ▶ Permit Issuance  
 ▶ Inspection  
Certificate Issuance



## How to Schedule an Inspection

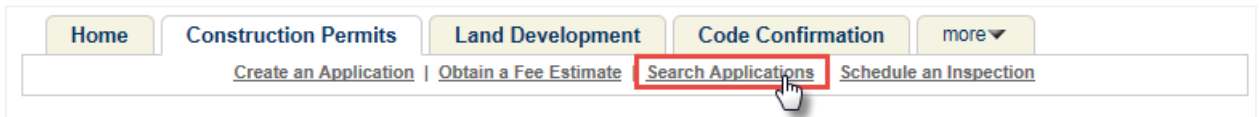
1) You can schedule or reschedule inspections by one of two ways:

1-By clicking the “**Search Applications**” link from the **Home** page.



–OR–

2-By clicking one of the module tabs and then clicking “**Search Applications**”



2) Once you click “**Search Applications**”, you will be brought to a screen where you can see all your **Applications**.

Records						
Showing 1-5 of 5   <a href="#">Download results</a>   <a href="#">Add to collection</a>   <a href="#">Add to cart</a>   <a href="#">Copy Record</a>						
<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Status
<input type="checkbox"/>	07/08/2015	<a href="#">OC-15-0120</a>	Residential OTC Permit	John Doe's	John Doe's	
<input type="checkbox"/>	07/06/2015	<a href="#">ZP-15-024</a>	Fence Permit	Madison's Fence	Madison's Fence	Application Accepted
<input type="checkbox"/>	07/06/2015	<a href="#">RC-15-0045</a>	Residential Construction Permit	PARKER ORLEANS HOMWBUILDERS 4435 SADDLEWOOD CLUB	PARKER ORLEANS HOMWBUILDERS 4435 SADDLEWOOD CLUB	
<input type="checkbox"/>	06/26/2015	<a href="#">15TMP-000332</a>	Temporary Event Permit	Birthday Party	Birthday Party	
<input type="checkbox"/>	06/24/2015	<a href="#">OC-15-0096</a>	Commercial OTC Permit	John Doe's Project	John Doe's Project	Permit Issued

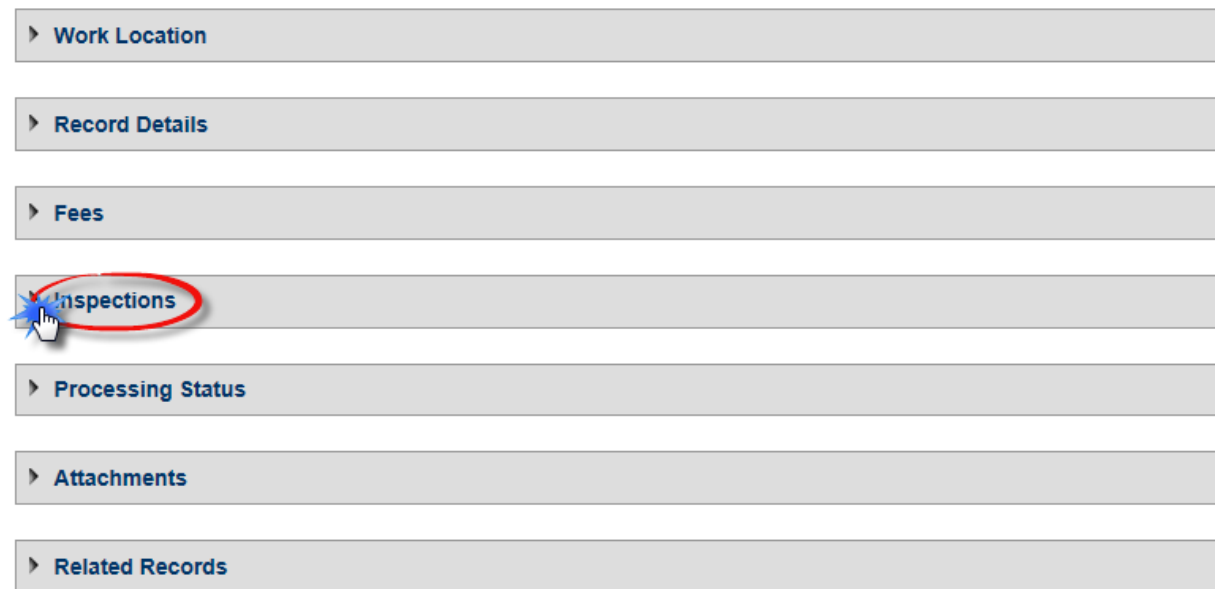
3) To see more details about your application click the “**Record Number**”.

Showing 1-5 of 5   <a href="#">Download results</a>   <a href="#">Add to collection</a>   <a href="#">Add to cart</a>   <a href="#">Copy Record</a>						
<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Status
<input type="checkbox"/>	07/08/2015	<a href="#">OC-15-0120</a>	Residential OTC Permit	John Doe's	John Doe's	

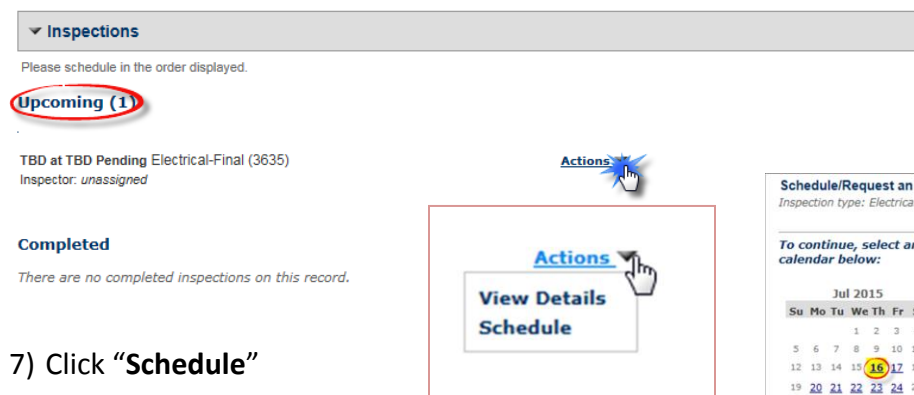
4) Here is where you can:

- **Work Location** – See your **Project** on a map
- **Record Details** – See a detailed description of your **Application**
- **Fees** – See and pay your **Application** fees
- **Inspections** – See and schedule **Inspections**
- **Processing Status** – Check your **Application's** status
- **Attachments** – See your **Application's Attachments** (Plans)
- **Related Records** – See related records

5) Click “**Inspections**” to see schedules inspections, schedule inspections or reschedule inspections.

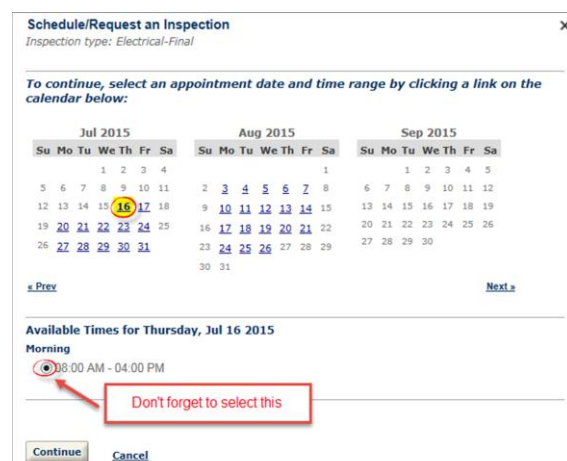


6) After a permit has been issued you will be able to schedule an inspection. Click the down arrow next to **Actions**.



7) Click “**Schedule**”

8) Choose a date you would like to have the inspection on and click the available time for that day.



## How to Add New or Revised Documents

- 1) Repeat steps 1 – 4 in “**Project Management**” until you get to this screen. Click “**Attachments**”.

A vertical sidebar menu with eight items: Work Location, Record Details, Fees, Inspections, Processing Status, Attachments, and Related Records. The 'Attachments' item is highlighted with a red circle and a blue mouse cursor icon pointing at it.

- 2) When the module open up, you can click “**Select from Account**” or “**Add**”.
- 3) – By clicking “**Selecting from Account**”, you will select a document that you have uploaded to your account in “**Account Management**”. This document will always be on your account until you delete it.  
-By selecting “**Add**”, you will be able to choose a file from your computer.  
(Note: As of right now, you may only upload documents and other attachments in a PDF format. Accela does not accept Word docs or AUTOCAD files. Remember files must be under 64 MB)

### View People Attachments

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Ac
No records found.							

<

>

Select from Account

Add

- 4) After clicking “**Add**”, choose the file you wish to upload and click “**Open**”.
- 5) Add a description of the file you are uploading. Please state if the file is incomplete, or if you have received your original document with City Staff’s comments/remarks and this file you’re uploading is the new one with the changes on it. Please describe. Click “**Save**” to Submit.

A form for uploading a file. It shows 'File: Professional Registration test.pdf' and '100 %'. Below is a text area for 'Description:' with the placeholder 'Add a description here:'. At the bottom, there are buttons for 'Save', 'Select from Account', 'Add', and 'Remove All'. The 'Save' button is highlighted with a red circle and a blue mouse cursor icon.

- 6) You should see your document under the **Attachments** Module.

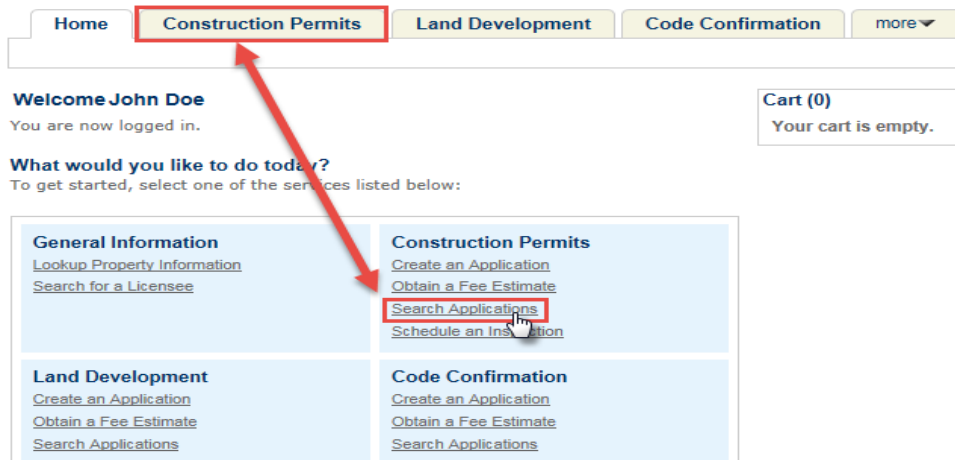
### View People Attachments

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Ac
Professional Registration test.pdf	OC-15-0129	Commercial OTC Permit	Record	Laserfiche Document	64.04 KB	07/15/2015	Ac

## How to Search For a Record

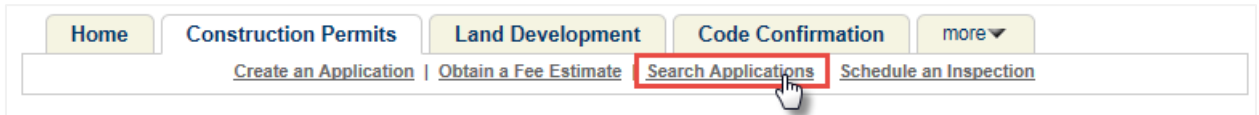
1) You can search for a record by one of two ways:

1-By clicking the “**Search Applications**” link from the **Home** page.



–OR–

2-By clicking one of the module tabs and then clicking “**Search Applications**”



2) Once you click “**Search Applications**”, you will be brought to a screen where you can see all your **Applications** and records.

Records						
Showing 1-5 of 5   <a href="#">Download results</a>   <a href="#">Add to collection</a>   <a href="#">Add to cart</a>   <a href="#">Copy Record</a>						
<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Status
<input type="checkbox"/>	07/08/2015	<a href="#">OC-15-0120</a>	Residential OTC Permit	John Doe's	John Doe's	
<input type="checkbox"/>	07/06/2015	<a href="#">ZP-15-024</a>	Fence Permit	Madison's Fence	Madison's Fence	Application Accepted
<input type="checkbox"/>	07/06/2015	<a href="#">RC-15-0045</a>	Residential Construction Permit	PARKER ORLEANS HOMWBUILDERS 4435 SADDLEWOOD CLUB	PARKER ORLEANS HOMWBUILDERS 4435 SADDLEWOOD CLUB	
<input type="checkbox"/>	06/26/2015	<a href="#">15TMP-000332</a>	Temporary Event Permit	Birthday Party	Birthday Party	
<input type="checkbox"/>	06/24/2015	<a href="#">OC-15-0096</a>	Commercial OTC Permit	John Doe's Project	John Doe's Project	Permit Issued

3) To search for a certain record you can scroll down to the bottom of the page under **“General Search”** and search for anyone’s record, including other peoples since it is public information.

- The fastest way to search for a specific Application or Record is by the **Record Number or Record ID**
- Notice how you can limit your search to **Your Records Only** or **All Records**. (if you do not select one of the boxes, it will default to All Records)
- The more information you enter the faster you can find your results.

**General Search**

General Search

☒ Search my records only  
☐ Search All Records

Record Number:

CC-15-0120

Record Type:

--Select--

Project Name:

Start Date:

06/11/2013

End Date:

07/16/2015

Record Status:

--Select--

State License Number:

License Type:

--Select--

First:

Last:

Name of Business:

Street No.:

From

 - 

To

Direction:

--Select--

Street Name:

Street Type:

--Select--

Unit Type:

--Select--

Unit No.:

Parcel No.:

City:

State:

Zip:

[Search Additional Criteria](#)

Search


Clear

6) Click **“Search”** and click on your record.

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## How to Create a Collection

- 1) Go to “**Search Applications**” and select the files you wish to add to a collection by checking the boxes to the left of the **Record**.
- 2) Once you have checked the records you want to add to a **Collection**, click “**Add to Collection**”

Showing 1-20 of 32 | [Download results](#) | [Add to collection](#) | [Add to cart](#) | [Copy Record](#) Show on Map 

<input type="checkbox"/>	Date	Record Number	Record Type	Project Name	Description	Status	Address
<input type="checkbox"/>	07/16/2015	15TMP-000470	Residential Construction Permit	testing	testing		321 CIRCLE DR, HIGH POINT NC 27263
<input type="checkbox"/>	07/16/2015	15TMP-000471	Commercial Construction Permit	test	test		222 BALFOUR DR, HIGH POINT NC 27263
<input checked="" type="checkbox"/>	07/15/2015	OC-15-0130	Residential OTC Permit	window replacement	window replacement	Application Accepted	102 CHASE AV, HIGH POINT NC 27260
<input type="checkbox"/>	07/15/2015	15ZP-00034	Home Occupation Permit	Eddie's ECU Extravaganza	Eddie's ECU Extravaganza	Accepted for Review	300 RIDGECREST DR, HIGH POINT NC 27262
<input checked="" type="checkbox"/>	07/14/2015	OC-15-0129	Commercial OTC Permit	Commercial OTC Permit	Commercial OTC Permit		555 E SPRINGFIELD RD, APT A, HIGH POINT NC 27263
<input type="checkbox"/>	07/14/2015	CC-15-0073	Commercial Construction Permit	House project for Ray	House project for Ray	Permit Issued	1234 MONTLIEU AV, HIGH POINT NC 27260
<input type="checkbox"/>	07/13/2015	DS-15-007	Demolished Structure Permit	Residential demolition	Residential demolition	Accepted for Review	2208 E KIVETT DR, HIGH POINT NC 27260
<input checked="" type="checkbox"/>	07/08/2015	OC-15-0120	Residential OTC Permit	John Doe's	John Doe's	Awaiting Applicant Response	211 S HAMILTON ST, HIGH POINT NC 27260
<input type="checkbox"/>	07/06/2015	15TMP-000373	Zoning Compliance Permit	Country Club ABC License	Country Club ABC License		1010 COUNTRY CLUB DR, HIGH POINT NC 27262
<input checked="" type="checkbox"/>	07/06/2015	OC-15-0110	Residential OTC Permit	Electrical Construction V-B	Electrical Construction V-B	Permit Issued	810 FERNDAL BV, HIGH POINT NC 27262
<input type="checkbox"/>	07/06/2015	15ZP-00027	Home Occupation Permit	ACRES PROPERTIES LLC 1012 MEREDITH ST	ACRES PROPERTIES LLC 1012 MEREDITH ST	Application Submitted	1012 MEREDITH ST, HIGH POINT NC 27260
<input type="checkbox"/>	07/06/2015	15ZP-00023	Fence Permit	2421 Bearded IRIS Ln High Point 27265	2421 Bearded IRIS Ln High Point 27265	Closed - Certificate Issued	2421 BEARDED IRIS LN, HIGH POINT NC 27265
<input checked="" type="checkbox"/>	07/06/2015	OC-15-0111	Residential OTC Permit	Shugart Management inc.	Shugart Management inc.	Inspections-In Process	614 E SPRINGFIELD RD, HIGH POINT NC 27263

- 3) Once you click “**Add to Collection**” You can choose to add them to an existing or create a new one.

[Add to collection](#) | [Add to cart](#) | [Copy](#)

☐ Add to Existing Collection

--Select--

☒ Create a New Collection

\* Name:

OTC Permits

Description:

This collection hold OTC Permits.

[spell check](#)

- 4) You can quickly find your Collections by clicking Collections at the top of the page at any given time.

[Collections \(3\)](#) | [Cart \(1\)](#) | [Account Management](#) | [Logout](#)

## Selecting the Correct Record Type

### Permit Requests (Record Type) Available

**Commercial Construction Permit (CC-YY-####)** - Required for all work on a commercial building that doesn't qualify for an "Over the Counter" request.

**Commercial OTC Permit (OC-YY-####)** - The Commercial "Over the Counter" Permit request is available for the work outlined in the table below. It is anticipated that this list will grow over time. When changes are made all contractors in the Accela system will be notified.

ELECTRICAL		MECHANICAL	PLUMBING
<input type="checkbox"/> Replacement (like for like with no increase in load) <input type="checkbox"/> Minor Work (includes up to 5 devices (i.e. lights (track lighting is one device), switches, outlets, etc.) <input type="checkbox"/> Minor Low Voltage (includes up to 5 devices (i.e. cameras, data ports, speakers, fixtures, etc.)).  <input type="checkbox"/> Service Change <input type="checkbox"/> 200 amps or less <input type="checkbox"/> Greater than 200 amps <input type="checkbox"/> Temporary Service <input type="checkbox"/> 60 amps or less <input type="checkbox"/> Greater than 60 amps		<input type="checkbox"/> HVAC Unit Replacement ___ Number of HVAC Units	<input type="checkbox"/> Water Line Replacement <input type="checkbox"/> Sewer Line Replacement <input type="checkbox"/> Fixture Replacement (includes lavatory, water closets, etc. and also includes <u>appliance</u> replacement (i.e. water heater, dishwasher, etc.)
FIRE ALARM		FIRE SPRINKLER	
Do not include control panels or power supplies Fire Alarm- Detection System Devices: <input type="checkbox"/> Relocation and/or up to 5 new devices <input type="checkbox"/> Relocation of existing devices only		Does not include work in Extra Hazard Group I & II Design Area Fire Protection – Sprinkler Heads <input type="checkbox"/> Relocation and/or up to 10 new heads <input type="checkbox"/> Relocation of existing heads only	

**Demolished Structure Permit (DS-YY-####)** - This request only applies to the complete demolition of a structure. This request can be used for commercial or residential structures. Note: Commercial interior demolitions use the Commercial Construction Permit.

**Fence Permit (ZP-YY-####)** - Any fence (non-residential or residential) requires a permit prior to construction.

**Home Occupation Permit (ZP-YY-####)** - To operate a business from your residence (the place where you personally reside) a Home Occupation Permit is required.

**Moved Structure Permit (MS-YY-####)** - This request only applies to the complete relocation of a structure. This request can be used for commercial or residential structures.

**Permit Update (AR-YY-####)** - The record type is used to “Update” your existing permit. Since High Point uses the “Complete” permit model there will be occasions where existing permits need to be updated. Once a request is submitted the “Applicant” can only add documents to a record. They cannot modify any of the information they submitted (i.e. values in specific fields or contractors associated with a project). To submit needed changes/corrections the “Permit Update” request is used.

**Residential Construction Permit (OC-YY-####)** - Required for all work on a residential building that doesn’t qualify for an “Over the Counter” request. Also use this request when multiple trades will be involved in a single project (i.e. kitchen remodel involving building, electrical, mechanical, and plumbing trades can be submitted as one permit request. Identify scope of work and contractors).

**Residential OTC Permit (OC-YY-####)** - The Residential “Over the Counter” Permit request is available for the work outlined in the table below. It is anticipated that this list will grow over time. When changes are made all contractors in the Accela system will be notified.

ELECTRICAL	MECHANICAL	PLUMBING
<input type="checkbox"/> Replacement (like for like with no increase in load) <input type="checkbox"/> Sub-Panel <input type="checkbox"/> Outlets and Fixtures (no limit, just document the switches, lights, outlets being added/replaced in residence) <input type="checkbox"/> Temporary Service <input type="checkbox"/> 60 amps or less <input type="checkbox"/> Greater than 60 amps <input type="checkbox"/> Service Change <input type="checkbox"/> 200 amps or less <input type="checkbox"/> Greater than 200 amps	<input type="checkbox"/> Fuel Line Only (i.e. extending gas line to serve new fire insert, generator, grill, etc.) <input type="checkbox"/> Fuel Appliance (grill, logs, range, etc. - excluding furnaces (see HVAC Unit below) ___ Number of fuel appliances <input type="checkbox"/> HVAC Unit (addition or replacement) ___ Number of HVAC Units <input type="checkbox"/> Duct Work Only (i.e. adding a return or vent)	<input type="checkbox"/> Fixtures and Connections (i.e. bathroom, tub/shower conversion, sinks, dishwasher, and washer machine) <input type="checkbox"/> Plumbing – Utility Services <input type="checkbox"/> Sewer Line <input type="checkbox"/> Water Line <input type="checkbox"/> Both
BUILDING		WATER HEATER
<input type="checkbox"/> Re-roofing (>\$5,000) [\$15,000 10/1/2015] <input type="checkbox"/> Window Replacement (>\$5,000) [\$15,000 10/1/2015] <input type="checkbox"/> Siding Replacement (>\$5,000) [\$15,000 10/1/2015]		<input type="checkbox"/> Water Heater - Gas (type being installed) <input type="checkbox"/> Water Heater - Electric (type being installed)

**Sign Permit (SI-YY-###)** - All signage (including banners) require permits prior to installation.

**Temporary Use Permit (ZP-YY-####)** - Temporary events lasting more than 3 days. Examples include, Christmas Tree Sales, Vegetable Stands, Food Trucks, etc. that are located at a set location up to 30 days. Temporary Events are limited to three 30 day periods at a single location during a calendar year. Note: This record type is also used for “Tent Permits” (regardless of duration). All tents greater than 400 square feet in area and having certain occupancies require review and permitting.



# How to Download Silverlight

1. If you are having issues with ACA please download Microsoft Silverlight here <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>
2. Please follow the instructions on this link.



All Microsoft Sites

[Silverlight home page](#)

## Get Microsoft Silverlight



Install Microsoft Silverlight now  
for a better Web experience

**Click to Install** >

QUICK DOWNLOAD / 30 SECOND INSTALL

[Installation Instructions](#)

[System Requirements](#)

[Uninstall Silverlight](#)

### 1. Verify your system requirements

Make sure you are running a [Silverlight-compatible](#) Windows operating system and browser and that you have uninstalled any previous version of Silverlight.

### 2. Download Silverlight

#### **For Windows Internet Explorer users:**

The browser will prompt you to either run or save the installation file (Silverlight.exe). Click **Run** to start the download. When the download is finished, the browser prompts you again to run the installer. Click Run to start the installation. Note that you must have sufficient administrative privileges to install Silverlight.

#### **For Mozilla Firefox users:**

Save Silverlight.exe to your hard disk. Once the download is finished, click Open. The installation starts.

### 3. Install Silverlight

If you are running the Windows Vista operating system, you will be prompted for security permissions. To continue, you need to approve.

Click 'Install now' after reviewing the license agreement and privacy statement.

If you have had a previous version of Silverlight installed, or are using Mozilla Firefox, you will need to restart your browser.

You can now use Silverlight.

### 4. Verify

Verify your installation by experiencing the [Silverlight](#) site.

For installation support, visit our [support](#) page.